



COUNTY OF DARE

Water Department
600 Mustian Street, Kill Devil Hills, NC 27948

Water Distribution

(252) 475-5990

(252) 441-2239 fax

Water Account Location

Cycle One Avon, Frisco, Kitty Hawk and
Roanoke Island

Cycle Two Rodanthe, Waves, Salvo, Stumpy Point
Southern Shores, Martins Point and
Hatteras

Cycle Three Buxton, Colington and Duck

Months Bills are mailed

December, March, June and
September

January, April, July and October

February, May, August and
November

FOUR QUARTER SCHEDULE FOR EACH CYCLE

Cycle One

Date Bills Mailed	Due Date	Date Past Due Bills Mailed (with 10% penalty applied)	Date Meter Locked for Non-Payment
December 20, 2019	January 21, 2020	January 24, 2020	February 10, 2020
March 24, 2020	April 20, 2020	April 23, 2020	May 11, 2020
June 24, 2020	July 17, 2020	July 24, 2020	August 10, 2020
September 24, 2019	October 21, 2019	October 25, 2019	November 12, 2019

Cycle Two

Date Bills Mailed	Due Date	Date Past Due Bills Mailed (with 10% penalty applied)	Date Meter Locked for Non-Payment
January 24, 2020	February 13, 2020	February 21, 2020	March 9, 2020
April 22, 2020	May 18, 2020	May 26, 2020	June 9, 2020
July 23, 2019	August 20, 2019	August 26, 2019	September 9, 2019
October 23, 2019	November 19, 2019	November 27, 2019	December 10, 2019

Cycle Three

Date Bills Mailed	Due Date	Date Past Due Bills Mailed (with 10% penalty applied)	Date Meter Locked for Non-Payment
February 21, 2020	March 18, 2020	March 23, 2020	April 9, 2020
May 22, 2020	June 18, 2020	June 24, 2020	July 9, 2020
August 23, 2019	September 18, 2019	September 23, 2019	October 10, 2019
November 22, 2019	December 16, 2019	December 20, 2019	January 9, 2020

WATER BILLING RATE SCHEDULE

Effective July 1, 2019

INCLUDES 3,000 GALLONS

BILLING CHARGES:

SIZE OF METER	BASE CHARGE
¾"	\$40.93
1"	\$45.50
1 ¼"	\$50.18
1 ½"	\$59.13
2"	\$78.47
3"	\$122.82
4"	\$185.37
6"	\$342.30

Larger services to be determined on an individual basis depending on nature of demand and usage.

Cycle 1 Billing Period	Date Mailed	Billing Rate
June-August	September 24, 2019	\$8.83
September –November	December 20, 2019	8.83
December-February	March 24, 2020	6.79
March-May	June 24, 2020	6.79

Cycle 2 Billing Period	Date Mailed	Billing Rate
July-September	October 23, 2019	8.83
October-December	January 24, 2020	6.79
January-March	April 22, 2020	6.79
April-June	July 23, 2019	8.83

Cycle 3 Billing Period	Date Mailed	Billing Rate
August-October	November 22, 2019	8.83
November-January	February 21, 2020	6.79
February-April	May 22, 2020	6.79
May-July	August 23, 2019	8.83

The first 3,000 gallons is included in the base charge. Additional use over the 3,000 gallons will be billed based on the rate for the cycle billing period.

The sewer rates for Stumpy Point are fixed at \$135.00 per quarter for the first 30,000 gallons of water used and an additional \$1.00 per thousand for water usage over 30,000 gallons.

Dare County Water – Kill Devil Hills Office		252-475-5990
600 Mustian St., Kill Devil Hills, NC 27948	Toll Free	1-888-998-9283
	Fax	252-441-2239
Dare County Water – Frisco Office		252-475-5760
50225 Water Association Rd., Frisco, NC 27936	Toll Free	1-877-613-4005
	Fax	252-995-4739

WATER FEES

The following water fees are hereby adopted as of July 1, 2018 for the Water Fund per House Bill 436 (session Law 2017 – 138 the Public Water and Sewer Department Fee Act) states that a unit of local government may only impose a System Development Fee (formerly known as impact fee) if it has complied with HB 436. HB 436 requires a calculation of the fee and provides what professionals may use to perform the calculation, all of the calculation methods that may be used and certain calculation requirements. The calculation must be repeated at least once every five years.

Dare County contracted Raftelis Financial Consulting to perform the annual rate model update all revenue bond and feasibility and rate study structure calculation.

EFFECT:

The first effect of the study is that the County may not charge its Expanding Area Policy Fee after 6/30/2018. The second effect is the calculated allowed charges for System Development Fees that used to be impact fees below.

Effective July 1, 2019

Residential and Commercial for Avon, Buxton, Colington, Duck, Frisco, Hatteras, Kitty Hawk, Unincorporated Areas of Roanoke Island, Rodanthe, Southern Shores, Salvo, Stumpy Point and Waves:

System Development Fee, Connection Fee, and Deposit Fees

SIZE METER	DEVELOPMENT FEE	CONNECTION FEE	DEPOSIT FEE	TOTAL COST
¾"	\$2,405.00	\$340.00	\$107.00	\$2,852.00
1"	\$4,008.00	\$500.00	\$139.00	\$4,647.00
1 ½ "	\$8,017.00	\$1,050.00	\$275.00	\$9,342.00
2"	\$12,827.00	\$1,325.00	\$1,278.00	\$15,430.00
3"	\$24,050.00	\$2,000.00	\$1,847.00	\$27,897.00
4"	\$40,083.00	\$3,000.00	\$2,417.00	\$45,500.00
6"	\$80,166.00	\$4,500.00	\$2,417.00	\$87,083.00

SPECIAL REQUEST-METER READ	\$10.00
REREAD (IF FOUND CORRECT)	\$10.00
REREAD (IF FOUND INCORRECT)	\$0
RECONNECTION FEE	\$50.00
NSF RECOVERY FEE	\$35.00
LATE PAYMENT FEE	+ 10%
METER TAMPERING FEE	\$50.00
TURN ON/OFF FEE (EACH ON/OFF)	\$25.00
METER TESTING FEE	\$25.00

RULES & REGULATIONS

The following information is taken from the Dare County Code of Ordinances, Chapter 51: Water, as adopted by the Board of Commissioners. If you have any questions concerning our water service, please feel free to contact our office at (252) 475-5990 or toll free at (888) 998-9283.

A. Meter Readings:

Meters will be read and bills rendered quarterly. Billing starts when the meter is installed. Bills will be calculated in accordance with the County's published rate schedule based on the amount of water consumed as shown by the meter reading for each period. Customers will be responsible for all water flowing through the meter.

B. Bills:

Each bill will have a due date. Payment should be made by the due date to avoid interruption of service. A ten percent (10%) penalty on the outstanding balance will be added to past due accounts. Meters will be locked if payment is not received by the due date of the second notice and payment of a reconnection fee will be required before service is re-established. If a customer cuts a lock, a \$50 fee will be charged and the meter will be re-locked. If a lock is cut a second time, the County will prosecute. Requests to have a meter unlocked must be accompanied by payment at the billing office by 4:00 pm on the day the meter is to be unlocked.

If you believe your bill to be in error, you should present your claim to this office prior to the due date. If a special meter reading is requested and no error is shown to exist on the bill, a meter reading fee will be added to your account. However, if the reading discloses an error, an adjustment will be made to your account and the meter reading fee will be waived.

Meters will be tested at the request of the consumer. If the meter is found to over register beyond 5% (five percent) of the correct volume, a replacement meter will be installed at no charge to the consumer. However, if the meter does not over register, the consumer will be billed a fee for the meter testing.

C. Adjustments:

Requests for an adjustment to a bill must be made in writing. Adjustments for leaks require proof that the leak has been repaired. Proof will be in the form of a receipt for a paid plumber's invoice or inspection by our water department. The adjustment will be calculated at \$.05 per thousand gallons used over the current wholesale rate for gallons exceeding the customer's average quarterly bill over the prior three years.

Adjustments are made only in the billing quarter the leak occurs. Once a billing quarter has passed, no adjustments will be made. Each account is allowed two (2) adjustments per year.

Payments on leak adjustments are to be made immediately. However, upon written request, a payment plan may be available for a water leak adjustment bill in excess of \$500. The payment schedule will be determined at the discretion of the Water Customer Service Supervisor.

D. NSF Recovery Fee:

There will be a charge for all returned checks.

E. Account Name:

Water accounts and deposits will be in the name of the property owner. The property owner shall be responsible for all bills incurred in connection with the water service furnished. Deposits are paid by the owner of the property.

F. Meter Cutoff:

The consumer shall furnish and maintain a private cut-off valve adjacent to the consumer's side of the meter. The County shall provide a like valve on the county's side of the meter. Consumers requesting the County to turn the meter on or off will be charged a fee for each service. EXAMPLE: Consumer wants meter turned off and on again, the fee will be charged each time (twice).

G. Property Protection:

The consumer shall be responsible for protection of the County's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the County. In the event of loss or damage to the County's property, such as the meter or meter box, the cost of the necessary repairs or replacement shall be paid by the consumer.

H. Cross connections/Backflow:

The County reserves the right to refuse water service when the consumer's water line is installed in such a manner as to allow cross connections and/or backflow.

I. Restricted Use:

Water furnished for a given lot or parcel shall be used on that lot or parcel only.

J. Water applications are found.

K. Water service will be supplied to a convenient point near the street right of way line, where the county will place a meter shut-off valve and meter box. Each customer will be responsible for the piping from the meter box to the area of intended use. Please place your own shut off valve on your side of the meter.

L. Every effort will be made to locate the meter box in accordance with the wishes of the customer. The customer should be aware, however, that field conditions might prevent the location of meters as requested. All new service applications must be accompanied by a plat.

M. Once an account is set up and the meter is set, water bills will begin. A base rate plus gallons used will be billed quarterly. See the water.

Special request to discontinue service

Once you request water service to begin, pay the System Development Fee, connection fee, deposit fee, and any other required fees, water service will be installed. From the date of installation, whether water is or is not used, you will be charged a base rate bill.

If you wish to discontinue water service, the water meter will be pulled and your account will be closed. If you decide to resume water service, a new connection fee and security deposit is required, based on the meter size. Payment of the System Development Fee is also required if it was not previously paid for when the service is supplied (some parcels were not required to pay the System Development Fee, previously known as Impact Fee, because the fees were waived during initial subscriber periods for water system expansion projects). Once all fees are paid in full, water service will be restored.

Special request to relocate a water meter

A meter reconnection fee, based on meter size, will be charged for relocating a water meter in the right-of-way when requested by the customer.